girl scouts of southeastern new england

READY TO EXPLORE

2026-2027 Troop Cookie Guide



Explore the Cookie Season!

Dear GSSNE Cookie Managers,

Thank you for stepping up to help make this year's Girl Scout Cookie Program a success! Your time, organization, and support make it possible for girls to have an experience that builds confidence, leadership, and real-world skills. Through the Cookie Program, Girl Scouts learn the Five Essential Skills: Goal Setting, Decision Making, Money Management, People Skills, and Business Ethics. These are skills girls can use far beyond cookie season.

The Cookie Program also has an impact far beyond the troop. While girls earn funds to support their troop activities and experiences, cookie revenue also helps support our camps and properties, provide financial assistance so more girls can participate, and offer a wide variety of programs and experiences throughout the year.

Girl Scouts can participate in the Cookie Program in a variety of ways—including taking orders from family and friends, selling at cookie booths, using Digital Cookie for online sales, and finding other creative ways to connect with customers and reach their goals.

This year brings some exciting new opportunities, including new online-exclusive products that give Girl Scouts even more ways to connect with customers. We're especially excited to introduce Sparkables, a new allergy-friendly cookie, and the much-anticipated Patch Pal cookie from Bark —a great treat for the furry family members in your customers' lives! Be sure to encourage customers to visit your Girl Scout's online site to discover these special products.

As a Cookie Manager, you play an important role in helping girls set goals, learn to run their own cookie business, and celebrate their accomplishments. We know there are a lot of details that go into managing a successful cookie season, and this guide is designed to make the process simple and as easy to follow as possible.

Inside, you'll find important information and helpful checklists to guide you before, during, and at the end of the sale. Please keep this guide handy throughout the season and use the resources available through GSSNE whenever you need support.

Most importantly, thank you for being there for our girls. Your encouragement, organization, and support help make the Cookie Program a meaningful experience—and help ensure that Girl Scouts across our council have access to opportunities to learn, explore, lead, and grow.

As we embark on the 2027 Cookie Season, please know that we are here to support you every step of the way. Wishing you and your Girl Scouts a fun, successful, and rewarding cookie season!

Ginger Lallo
Chief Operating Officer
Girl Scouts of Southeastern New England

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Important Dates

Date	Event
Before December 18	Service unit cookie trainings held. Be sure to attend yours.
December 19	Cookie Program officially starts. Girl Scouts can start taking orders online and in-person.
December 24 - January 2	GSSNE office and shop closed for holiday break.
January 3	Initial Orders due from troops.
January 18	GSSNE office and shop closed for Dr. Martin Luther King, Jr. Day.
January 21 - 24	Initial cookie deliveries for service units.
January 23	Cookie booths start.
January 27	Reorder deliveries start - a partial payment must be made to place a reorder.
January 31	Last day to remove Girl Scouts from ABC rosters.
February 1	Partial payment due - troops should have 30% of their initial order paid by this time.
February 15	Partial payment due.
February 19 - 21	National Girl Scout Cookie Weekend.
March 1	Partial payment due - troops should be 50% paid by this time.
March 15	Partial payment due.
March 24	Girl Delivery orders end on Digital Cookie.
March 28	Cookie sale ends.
April 2	Final payments and reward orders due to council. Leaders will be locked out of ABC at 11:59 pm.
May - June	Reward orders shipped to service units.
September 30	All cookie paperwork must be kept until this time.

Cookie Season Glossary

Here are some frequently used cookie terms you might find throughout this guide or hear during your cookie training.

- ABC Bakers - The name of the baker who bakes the in-person Girl Scout Cookies sold by GSSNE Girl Scouts.
- Booth - When a troop of Girl Scouts sets up a table to sell cookies at a business, organization, or event.
- Booth Lottery - A process used to sign up for cookie booths set up by council. GSSNE will send an email with timing details of the lottery, and troops can enter for a chance to win booths.
- Camp Credits - Credits earned selling Girl Scout cookies that can be used towards the cost of GSSNE summer camp program. Can only be used for summer 2027 camp programs.
- Cupboard - Stock of extra cookies held by service units to fulfil additional orders for troops.
- Digital Cookie - Website/mobile app operated by GSUSA that Girl Scouts use as their online sales platform. Troop volunteers have access to this site as well.
- Initial Order - The first order of cookies placed by a troop. Initial orders cover any orders placed by customers since the sale start in mid-December plus usually some extra to accommodate for orders placed before pickup and any early booth sales.
- Opt-Out - When a troop of Cadettes or older decides to forfeit receiving recognition items in exchange for additional troop proceeds. This is an entire troop decision. Girl Scouts in these troops will still earn any applicable patches, but do not earn any other rewards including camp credits.
- Planned Order - The planned order process allows troops to place orders ahead of scheduled pickups days so they can obtain additional cookies for Girl Scout's orders and booth sales. Placing a planned order allows volunteers to make sure they have the appropriate cookies to cover your request.
- Proceeds - The money a troop earns for each package of cookies sold.
- Product Program Coordinator (PPC) - Lead product volunteer for your service unit. This person works with council and troops. They coordinate deliveries, reorders, and manages the booth process. They are there to answer questions for troops.
- Recognitions/Rewards - Items earned by Girl Scouts for achieving sales volume levels. Levels and their corresponding items are outlined on the recognition sheets distributed at the start of the season.
- Reorder - Any order that comes in from troops after the initial order of cookies. Each service unit has individual schedules and procedures for placing and distributing reorders.
- Service Unit - The geographic area determined by council that groups troops together. Sometimes it consists of one town/city. Sometimes it's multiple grouped together.
- Smart Cookies or ABCSmartCookies.com - The website ABC provides to manage the cookie season ordering, booths, rewards and finances.
- Troop Cookie Share - The collection of monetary donations by a Girl Scout or troop used for the purchase of cookies being donated to an organization of the troop's choosing.
- Virtual Cookie Share - The collection of monetary donations by a Girl Scout or troop used for the purchase of cookies being donated by Council.

Girl Scout Safety Practices

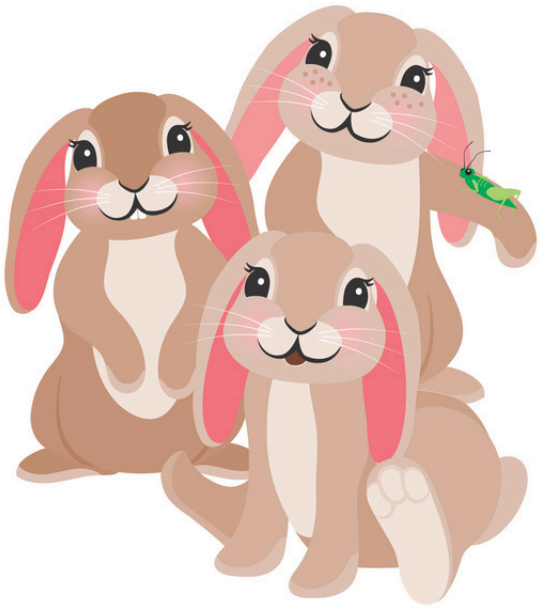
- Show you're a Girl Scout: Wear your Girl Scout membership pin, vest, sash or other Girl Scout clothing to identify yourself as a Girl Scout.
- Buddy up: Always use the buddy system. It's not just safe, it's more fun.
- Plan ahead: Be prepared for emergencies, and always have a plan for safeguarding money.
- Protect privacy: Girl Scouts' last names, home addresses, and email addresses should never be given to customers. Protect customers' privacy by not sharing their information, except when necessary.

In-Person Sales

- Partner with adults: Adults must accompany Girl Scout Daisies, Brownies and Juniors. Girl Scouts in grades 6 - 12 must be supervised by an adult and must never sell or deliver cookies online.
- Sell in the daytime: Sell during daylight hours whenever possible.
- Do not enter homes or vehicles: Never enter someone's home or vehicle. Only approach vehicles designated drive-thru cookie booths.
- Be streetwise: Become familiar with the areas and neighborhoods where you'll be selling and delivering cookies.
- Be safe on the road: Always follow safe pedestrian practices when crossing at intersections or walking along roadways. Be aware of traffic when unloading products and passengers from vehicles.

Digital Sales

- Be safe online: Girl Scouts must have their caregiver's permission to participate in all online activities.
- Participate in Digital Cookie: Read and abide by the Girl Scout Digital Cookie Pledge and the GSUSA Internet Safety Pledge.
- GSUSA policy on online selling, marketing and social media: Sales links should never be posted to online resale sites (eBay, Facebook Marketplace, Facebook Swap).



Volunteer Responsibilities

Being a troop cookie volunteer can be a fun rewarding job, but can also be a lot of work. The tasks outlined here outline the responsibilities for the cookie program, but they do not all have to be completed by one person. You can share these responsibilities with other volunteers in your troop.

Pre-Season Responsibilities

- Read the entirety of this guide and adhere to all the deadlines and guidelines in it.
- Attend a cookie season training held by your service unit's Product Program Coordinator (PPC).
- Ensure your troop has an active bank account. Cookie funds should not be passing through personal bank accounts.
- Read and sign the Troop Cookie Manager Description and Agreement form found on gssne.org.
- Hold a cookie meeting for the Girl Scouts in your troop and their families. Make sure to discuss goal setting, reward options (including opt-out if applicable) as well as program options like the Cookie Business Badges. Make sure they understand timelines for ordering, and when payments are due.
- Have guardians sign permission forms for all Girl Scouts participating in the cookie program. Each participant needs their own form, and it is your responsibility to track them.
- Ask for help if you need it! If you have questions, reach out to your PPC or customercare@gssne.org.
- Check your ABC roster. If there are any changes that need to be made, fill out the Roster Change Request form on gssne.org. Girl Scouts can only be removed from ABC because they are no longer participating in Girl Scouts with your troop. Removal requests must be completed by January 31st at 11:59pm. Girl Scouts can be added at any time throughout the sale.





Volunteer Responsibilities

During Cookie Season

- Collect and submit your troop's orders following the schedule set by your PPC.
- Pick up your orders at your agreed times and make sure to count the order, and sign a receipt that you keep a copy of.
- Distribute orders to Girl Scouts and be sure to collect money frequently. Keep signed receipts for all product and monetary transactions.
- Use ABC to mark cookie transfers to and payments made by the Girl Scouts in your troop. Instructions can be found on page 20 of this guide.
- Work with your PPC to schedule any booth sales your troop is interested in doing. Make sure you schedule them with your Girl Scouts as well.
- Work with troop leadership to deliver cookie programming to your troop. This can include any cookie badges, attending a cookie rally, learning about this year's mascot - the lop-eared rabbit.
- Keep the troop updated on your progress towards your goals.
- Continue to ask for help when needed. Other volunteers, your PPC and council are all here to help make sure you have a fun and successful cookie season.



After Cookie Season

- Make sure all of your cookies have been distributed. Run your Troop On Hand Inventory Report (in packages) and confirm all varieties are listed at 0. If not, please distribute the remaining cookies.
- Collect any remaining outstanding payments from the Girl Scouts in your troop. If you have any outstanding debt from Girl Scouts, please make sure to follow the debt procedures located on page 13 of this guide.
- Complete the recognition order for your troop. Full instructions can be found on page 22 of this guide.
- Run your Troop Balance Summary Report or Troop Balance Summary Snapshot to see what your outstanding balance is. Make sure you make a payment if needed. Save a copy of this report for when you complete your troop finance report later in the year.

All of these steps must be completed by April 2nd. You will be locked out from transfers and rewards after that date. Your PPC will have one extra day. If council has to do this after April 3rd, all cookies will be distributed evenly to all Girl Scouts in your troop and reward options will be a guess and not exchangeable.

Cookie Resources and Skills

Web Resources

- GSSNE.org - Your home for all local cookie resources. Find information for troop volunteers, Girl Scouts, Families and more. You can also find downloadable copies of this manual and many other forms.
- ABCsmartcookies.com/resources - Baker specific resources including goal charts, artwork, recipes, and allergen information.
- Flickr.com/photos/abcbakersvolunteergaller/albums - ABC's image library for troops to use when marketing their cookie program.
- Facebook.com/abcbakers - Follow ABC for success stories, technology tips, and more.
- Youtube.com/user/ABCCouncils - ABC's YouTube channel with how-to videos for troop volunteers.
- Girlscouts.org/cookies - The GSUSA website has many national resources for volunteers, Girl Scouts and families including safety information and cookie programming.

Customer Service and Technical Support

- GSSNE customer care: 401-331-4500 or customercare@gssne.org
- ABC Smart Cookies tech support: 855-444-6682 (9am - 12am EST) or email ABCSmartCookieTechSupport@makerspride.com

Through the Girl Scout Cookie Program, Girl Scouts gain these 5 skills and learn to think like entrepreneurs!



Goal Setting: Girl Scouts learn how to set goals and create a plan to reach them.



Decision Making: Girl Scouts learn to make decisions on their own and as a team.



People Skills: Girl Scouts fidn their voice and build confidence through customer interactions.



Money Management: Girl Scouts learn to create a budget and handle money.



Business Ethics: Girl Scouts learn to act ethically - both in business and life.

Meet the Cookies - In-Person Lineup



Adventurefuls: An indulgent brownie-inspired cookie with caramel-flavored crème and a hint of sea salt.



Lemonades: Savory slices of shortbread with a refreshingly tangy lemon flavored icing.



Thin Mints: Crispy chocolate wafers dipped in a mint chocolaty coating.



Caramel deLites: Vanilla cookies topped with caramel, sprinkled with toasted coconut, and laced with chocolaty stripes.





Trefoil: Traditional shortbread cookies featuring the Girl Scout Trefoil.



Peanut Butter Patties: Crispy vanilla cookies layered with peanut butter and covered with a chocolaty coating.



Exploremores: The newest cookie to the Girl Scout lineup! Rocky road ice cream inspired sandwich cookies.



Peanut Butter Sandwich: Crisp and crunchy oatmeal cookies with creamy peanut butter filling.



Gluten-Free Caramel Chocolate Chip: Rich caramel, semi-sweet chocolate chips, and a hint of sea salt in a chewy, gluten-free cookie.

More Cookie Information:

- Troops are not permitted to set prices higher or lower than council prices.
- Cookies must be stored in a cool, dry environment free of pets, pests, and smoke. It is also suggested that the property housing cookies be insured.
- Gluten-Free Caramel Chocolate Chip cookies are pre-ordered in the fall and not available for reorders. Council will have a very limited supply of additional gluten free available on a first come, first served basis. Because of limited availability they are not included on the order form or available for online Girl Delivery orders and should be only sold directly or at a booth sale once delivered.
- Cookies are not returnable to council. Work with your PPC to swap cookies with other troops if possible. Council may offer full case variety swaps later in the season based on availability.

Meet the Cookies - Online Exclusives

What's inclusive, fun, and makes the world a better place? Girl Scouts, of course, and Girl Scout Sparkables, too!

Allergy friendly and dotted with colorful sprinkles, these delicious oatmeal chocolate chip cookies—created in partnership with our baker besties at Partake—help more of us join in the yum.

In that same spirit, Girl Scouts from every background explore new friendships, places, and ideas while learning that what makes us different makes us special.





From earning badges about pet care to doing service projects focused on foster pups, Girl Scouts truly are a dog's best friend.

Now Patch Pals™, Girl Scouts' first cookie for dogs, offer a new way to share that love. Baked with blueberries and honey, they turn everyday moments into something special.

Created with BARK, the dog-obsessed creators of BarkBox, Patch Pals™ are the perfect reward for learning new tricks, playing fetch, or just brightening your day. These special treats are made to make dogs happy, and bring extra joy to dog lovers everywhere.





Ordering and Booths

Ordering

- All ordering for troop initial orders will be done through ABCsmartcookies.com. To submit your troop initial order, from the dashboard click Orders then click Troop Initial Order. Detailed instructions can be found on page 19 of this guide.
- Any order after the initial is called a reorder. Reorders can be handled a little differently by service unit and are at the discretion of your PPC. Please make sure you are clear on their instructions and timing.
- Any time you pick up an order from your PPC or distribute orders to the Girl Scouts in your troop, make sure both parties count everything together and sign a receipt that you both keep copies of.
- Make sure you have enough room in your vehicle to hold any orders you pickup from your PPC.

Booths

- A booth sale is when a troop sets up an in-person sale of cookies in public. They are traditionally held in front of businesses or public places like government buildings, places of worship, or schools. They must always be done with permission of the leadership of the building/business.
- All booth sales should have at least 2 Girl Scouts and 2 registered adults present at all times.
- Booth should be scheduled with your service unit's PPC. They report booths to council to be entered into the ABC system and the GSUSA cookie finder.
- No booths should be scheduled in another service unit without permission of the PPC from that area. No booths are allowed outside GSSNE boundaries.
- Throughout the cookie season, council runs booth lotteries. These are pre-arranged cookie booths booked all over GSSNE territories. Any troop can enter the lottery to win one of these booths, regardless of where it is located in the council. Be on the lookout for an email fully outlining lottery times and instructions.
- Make sure that your troop follows all booth etiquette rules. Keep out of the way of driving and pedestrian traffic, mind your volume and keep your space neat.
- Non-members like siblings or friends are not allowed to be at cookie booths.
- Most booths take place outdoors. Make sure everyone is dressed for the weather. Arrange for shorter shifts of coverage in extra cold weather.
- Use the Cookie Booth Tally Form found on gssne.org to track how many cookies you sell at a booth.
- After the booth, deposit money into the bank ASAP and use the smart booth divider to distribute cookies sold. Instructions for that can be found on page 21 of this guide.
- If your troop will not be able to attend a scheduled cookie booth, notify your PPC as soon as possible and also cancel it in ABC. Instructions for that can be found on page 21 on this guide.

Payments and Debt

- Troops should be making payments for cookies throughout the program. Key payment due dates are outlined in the important dates section on page 4 of this guide. You should not be picking up more cookies without first making a payment for cookies you already have.
- There are several ways to make payments to GSSNE. The easiest way is to use the ePayment system to draw money right from your troop's bank account. Visit https://sne.gsachonline.com to make a payment this way. Some PPCs will allow you to give them money to make a cash deposit into GSSNE's bank account. GSSNE will also allow walk-in troop payments anytime during regular business hours. Please note that it takes several days for payments to be reflected on your troop's balance in ABC. If you've made a payment but don't see it reflected within a week, please reach out to customercare@gssne.org about it.
- Make sure that Girl Scouts in your troop are also making regular payments. They should not be taking more cookies without paying for at least some of the cookies they already have. Keep in mind that some online Girl-Delivery orders are paid via credit card. Those payments are automatically credited toward the Girl Scout's and troop's balances.
- **Any time money changes hands either between you and a Girl Scout (or their family), you and another troop volunteer, you and your PPC, or you and council - make sure both parties count and get an accurate signed receipt.**
- When you have collected money from Girl Scouts or at a booth sale, it should be counted by 2 volunteers for accuracy then deposited into your troop's bank account as soon as possible unless it's being brought directly to the PPC or council office to use as payment. No cookie money should ever be deposited into a personal bank account.
- Troops can use Digital Cookie to take credit card payments at cookie booths. Some troops also opt to use apps like Venmo or CashApp to take payments for cookies, but that is at your discretion and the money should be linked to your troop's bank account.
- If you accept check, please follow the guidelines below.
  - Only collect checks from friends or family members. Do not accept checks at booth sales.
  - Checks are to be made payable to GSSNE or Girl Scouts of Southeastern New England.
  - Do not accept starter checks, post dated checks, or secondary checks.
  - Verify that the written amount of the check matches the dollar box.
  - Girl Scout and troop number should be written on the memo line. Checks should have account holder name and address preprinted on them. It's best practice to also write in phone number, and license state/number on the check.

GSSNE takes debt very seriously. Please follow the guidelines below, and refer to the 2026-2027 PPS for the bad debt policy as well.

- Collect payments frequently from families to minimize the risk of delinquency. Do not distribute more cookies to families who have not made payments. Keep all receipts.
- If a collection issue happens, notify GSSNE as soon as possible by filling out the Unpaid Funds Collection Assistance Form which can be found at gssne.org. Notify your PPC as well so they know you're working with council on this.
- Please note that council can not assist with debt collection without a signed permission form for the Girl Scout in question.
- Do not use troop proceeds to cover unpaid debt from families. If the season ends with outstanding family debt, leave the amount of that debt unpaid to council as well. If you've filled out the form listed above, council will be working with you on collecting that debt from the family, and will not be reaching out to your troop about the unpaid cookie balance.

Proceeds

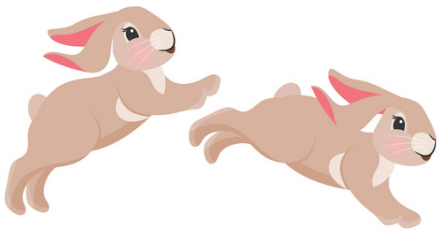
PGA	Proceeds Per Package
1 - 159.99	$0.85
160-199.99	$0.95
200+	$1.05

Main Troop Proceeds
Troop proceeds are calculated based on your per girl average PGA of packages sold by all of the Registered Girl Scouts in your troop.

Summer Camp Cookie Credits
Summer camp cookie credits begin at $12 for 50 packages of cookies sold and go up in $6 increments for every 25 additional packages sold. Credits may be pooled by siblings in the same family. Summer camp cookie credits cannot be transferred outside of families and can only be applied to GSSNE summer camp registration. The credits expire September 30, 2027 and are not applicable towards troop camping.

Pkg Sold	Camp Credit Earned
50	$12.00
51-75	$18.00
76-100	$24.00
Every additional 25 pkg	$6 more

Service Unit Bonus
If your service unit exceeds their package sold quantity from the 2025 cookie season by 3% or more, the service unit will earn $0.01 per package sold to use towards service unit programs or expenses.



PGA	Extra Per Package
1 - 159.99	$0.05
160-199.99	$0.07
200+	$0.10

Reward Opt-Out
Cadette or older troops can choose to opt-out of traditional rewards in exchange for additional proceeds. This is a decision that must be made by the entire troop. Troop volunteers must follow the opt-out instructions on page 22 of this guide. Girl Scouts who opt out will be eligible to receive patches, but no other rewards including camp credit. Troops will also not receive troop level rewards.

Rewards

36–59 Pkgs



Theme Patch

60–119 Pkgs



Mood Cup ***AND*** Flower Pen

120–189 Pkgs



Scrunchie Set

190–249 Pkgs



Plush Bunny

250–274 Pkgs



T-Shirt

275–349 Pkgs



Quick Dry Nylon Beach Towel

350–499 Pkgs



Hoodie

500–749 Pkgs



Large Plush ***AND*** RISPCA Bunny Experience

750–999 Pkgs

gssne

Girl Scout Membership

1000–1249 Pkgs



Bunny Slippers ***AND*** CEO Shopping Experience

1250–1499 Pkgs



Camping Hammock

1500–1999 Pkgs

CAMP CREDIT

amazon



$30.00 Camp Credit ***OR*** $30.00 Amazon Voucher ***OR*** Travel Pillow ***AND*** Squishmallow

2000–2499 Pkgs

CAMP CREDIT

amazon



$40.00 Camp Credit ***OR*** $40.00 Amazon Voucher ***OR*** Fuzzy Blanket

2500–2999 Pkgs

CAMP CREDIT

amazon

$50 Camp Credit ***OR*** $50 Amazon Voucher

3000–3999 Pkgs



Kindle Fire HD 8 ***OR*** $100 to Providence Performing Arts Center

4000+ Pkgs



Nintendo Switch 2

First Time Seller

36+ Pkgs



My 1st Cookie Sale Patch

Virtual Cookie Share

5+ Pkgs



Cookie Share Patch

Crossover



Cross Over Patch

Create your avatar and send 16+ emails during the Fall Product Program, and sell 275+ packages of cookies and earn a personalized combined Cookie and Fall Product Program Patch!

Achievement Bar



500+ Achievement Bar

Begins at 500+ earned and awarded at the highest level achieved (non-cumulative and earned in increments of 500 with a max of 5,000)

Troop PGA Contest



Troops with the top 3 highest PGA's will be invited to a jewelry making class on May 1st!

Top 10 Council Sellers



GSSNE Duffle Bag

Giving Back During Cookie Season

Virtual Cookie Share

Virtual cookie share is a way for customers to support Girl Scouts and other organizations by purchasing Girl Scout Cookies. Girl Scouts will collect $6 per package for virtual cookie share, but neither the troop nor the Girl Scout has to handle or deliver the cookies. Troop leaders simply enter these cookies as Virtual Cookie Share in ABC - see page 20 for instructions and include the money as part of their cookie payments. At the end of the program, council distributes these packages to local nonprofit organizations. All Girl Scouts who sell 5 or more packages of virtual cookie share will receive a cookie share patch.

Troop Cookie Share

Troop cookie share is a donation project implemented on a troop level. Before the season, the troop can decide on which organization(s) in their area they would like to support with this donation. These cookies are entered into ABC just like any other sale, and are a great way to help get rid of any extra cookies at the end of the season. They do not count toward the cookie share patch.

Virtual Cookie Share vs. Troop Cookie Share

The distinction between these two ways of giving back can sometimes be confusing. Virtual cookie share cookies are handled and donated by council, the only thing the troop has to do is pay for them. Troop cookie share donations originate from the troop, and are supplied out of your existing stock of cookies. They are paid for and tracked like any other cookie sale. If a box of 'cookie share' cookies is purchased from an order card, booth sale, or an online Girl Scout delivered order that includes other cookies, it can be recorded as either virtual or troop cookie share. If a customer selects cookie share on a direct ship purchase, or Girl Scout delivered with ONLY donation cookies, it is automatically tallied as virtual cookie share.



Cookie Program Community Service Project

Each year GSSNE selects a local organization to be the recipient of our annual Cookie Program Community Service Project. The 2027 recipient is Meals on Wheels of Rhode Island (MOWRI). MOWRI is a Food Is Medicine-focused organization and trusted statewide healthcare partner, proudly serving Rhode Island residents statewide who are experiencing or are at risk for negative health outcomes associated with food and nutrition insecurity, social isolation, and chronic disease mismanagement. They serve clients aged 0-100+ in every municipality, including Block Island. Client populations include homebound older adults, perinatal women, school children in rural settings and HIV/AIDS patients and those living with other chronic illnesses such as diabetes, heart disease and kidney disease.
In 2025, they served more than 5,500 Rhode Islanders through nutritional programming and supporting services and initiatives. This is a great opportunity for Girl Scouts to learn about the importance of giving back to their communities. If your troop donates $50 or more, every cookie seller in the troop will earn a special patch!

Meals on Wheels OF RHODE ISLAND

Cookie Share: Best Practices

Anytime a customer purchases cookies for donation from a booth sale, on a paper order card, or through an online order that is Girl Delivery AND includes other cookies, those cookie shares have to be assigned to that Girl Scout in ABC by a troop volunteer. Only Direct Ship cookie donations and Girl Delivery that only include donations are allocated automatically.

Troops have the option to decide if they want to assign these cookies as Virtual Cookie Share or Troop Cookie Share. See the previous page for a full explanation of the differences between them.

Troop volunteers are encouraged to make these allocations as the season goes on, and not all at the end. Since the money for these orders is collected either online or in-person, it is applied to the Girl Scout's balance. If the cookies are not also assigned to that Girl Scout via either troop or virtual cookie share, the Girl Scout will look like they've collected more money than needed. For example: if a Girl Scout gets an online Girl Scout delivery order for 8 packages of Thin Mints plus 2 packages of cookie share, their Girl Balance Summary report would show a collection of $60 for 10 packages. If only the 8 packages of Thin Mints were transferred without the cookie share also being allocated, it will show that this Girl Scout has overpaid by $12. With multiple transfers happening with multiple Girl Scouts in the troop, it can be difficult to track the payments for cookie share if the troop waits until the end of the sale to credit the individual Girl Scouts.

Troop volunteers are encouraged to add cookie share to receipts exchanged with Girl Scouts and families to aid in tracking.

If a Girl Scout has a negative balance on their Girl Balance Summary Report, that is a really good indication that some transfers were not done. Again, there's no way to know if they're cookie share or not, but it should be looked into. Typically it is an indication that online orders were placed (and paid for) that were not transferred to the individual Girl Scout.

This can sometimes be a difficult thing to track. ABC has a report designed to help. It's called Pending Manual Cookie Share Report and it will calculate the total number of cookie share packages that need to be manually allocated by a troop volunteer for each Girl Scout in your troop. If you're allocating these packages as virtual cookie share, the system will track how many of those you have already allocated throughout the season, and show a balance of what is left. Please note, if you are using troop cookie share instead, this report will always show a balance but it will still tell you the total number of packages that need to be manually allocated.

Volunteers should be ensuring these transfers are done regularly. Otherwise the Girl Scouts and troops will have taken in money for cookies that Girl Scouts did not get credit for, and customers will have given money for a donation that didn't happen.



Digital Cookie - What to Expect

Troop cookie volunteers have a unique online cookie experience. You will be working in two online systems - ABCsmartcookies and Digitial Cookie. The Girl Scouts in your troop will use Digitial Cookie to run their entire digital sale. As a troop volunteer, you'll use Digital Cookie to track their online sales, cheer them on, see troop level orders, and process payments at booth sales. In ABC, you'll place troop orders, manage transfers, booth sales, finances, and rewards.

- Troops can customize their site with the same marketing tool available on a Girl Scouts site with stories, sales pitches, photos or videos.
- Cookie badges and pins are integrated into the system to reinforce the importance of the skills developed during the program.
- Troops can make sales in person at booth sales by credit card, Venmo, or PayPal through Digital Cookie.
- You can also turn troop delivery ordering options and individual cookie varieties on or off depending on preference and availability.

Some things to note for troop store pages:

1. Troop stores have to be launched/published in order for the troop to process payments at booth sales.
2. The first-time setup and launching process must take place on the website version of Digital Cookie, not the app. The app can be used any time after that.
3. Launching your troop page also allows it to show up on the GSUSA Cookie Finder. Every year, the cookie finder allows Girl Scout cookie enthusiasts to find cookies near them. During booth season, it will show scheduled cookie booths near any zip code entered, and starting on January 12th, it will also give them the option to order direct ship cookies from a local troop. These cookies will be credited to your troop, increasing your proceeds and you won't have to do anything - they're shipped right to the customers. Your troop links will only show up on that page if your storefront is launched, so make sure you get that done by January 12th to take advantage of the opportunity as long as you can.



ABC Instructions

First Log In

- Troop volunteers will receive an email from noreply@abcsmartcookies.com in mid-November that will invite you to register for an account. If you had an account last year, it will have been deleted and a new one will need to be created.
- Once you create your account and log in, click My Troop then Troop Infomation. Make sure the contact information on this page is accurate and that it includes your zip code.
- Next, click My Troop then Troop Roster and check this list for accuracy. If there are any changes that need to be made, fill out the Roster Change Request Form on gssne.org. Girl Scouts can only be removed from ABC because they are no longer participating in Girl Scouts with your troop. Removal requests must be completed by January 31st at 11:59pm. Girl Scouts can be added at any time, but if they are not on your roster, you can not place an order for them.

Place Initial Order

- From the ABC dashboard, click Orders then Troop Initial Order.
- You will see a list of all cookie varieties. Enter the total quantity you want to order next to each variety in CASES.
- Make sure that your totals at the bottom are correct then click Save.

Place a Planned Order

- First, please note that not all service units utilize the planned order function in ABC. Please confirm with your PPC before using this functionality.
- From your ABC dashboard, click Orders then Planned Order.
- Click the cupboard for your service unit listed on the page and then click the Continue button.
- You'll see a list of dates the cupboard is available for pickup. Select a date that works best for you and click Continue. Next select a timeslot on that day for your pickup and click Save.
- You will now see the cookie varieties below. Please note the unit of measurement for ordering at the top of the order input column. Enter the quantity for each variety you'd like and click Save.
- Once the order is saved, an option to print receipt will appear. This is a confirmation for you of your order as well as the date/time requested. Please note this is not a finalized receipt. That will come once you pick up your order.
- Weekly planned orders must be submitted from troops by 7am on the Monday of each week.





ABC Instructions

Transfer Cookies

- When you distribute cookies to a Girl Scout (and have a signed receipt), go to SmartCookies and click Orders then Transfer Order.
- In the top of the white box, there is a dropdown list of transfer types. If you're distributing cookies to an individual Girl Scout, choose Troop to Girl from the list. The other options on that list include Girl to Troop, Troop to Troop, and Girl to Girl.
- When Troop to Girl is selected, click the arrow at the far right side of the white row that has your service unit and troop information in it. Click the name of the Girl Scout and click Apply.
    - There will be 2 columns listed on the page to enter quantities into. The right-hand column is called booth package. Transferring cookies in this column increases a Girl Scout's package quantity when looking at rewards, but not financials. No transfers done in this column will increase the balance due. All other transfers (where the Girl Scout owes money for the cookies) should be done in the left-hand package column
- Enter the quantity of cookies distributed by variety in the Packages column. Make sure these quantities match the signed receipt you have.
- When you're finished, click Save at the bottom. A transfer order number will appear on the top of the screen. A good practice is to write that order number somewhere on your copy of the receipt so you know you've done the transfer, and can reference it later if needed.

Record Payments from Girl Scouts

- From your SmartCookies dashboard click Finances then Financial Transactions.
- In the top part of the white box, click Girl Transactions then at the bottom of the page click Add Girl Transaction.
- A window will pop up for the new transaction. You'll have drop down menus to select the Girl Scout you're adding the transaction to, the transaction type, and the method of payment. There's also a spot to select the epayment date. You can add optional notes or a reference number as well.
- Make sure the amount you're putting in matches what's on your signed receipt.
- A good practice is to put something in the reference number section that you can then write on the receipt you have. This way you'll know you logged the payment and will be able to reference it later if needed.
- When you've filled out all the fields, click Save.

Virtual Cookie Share

- To track virtual cookie share from your SmartCookies dashboard click Orders then Virtual Cookie Share.
- You'll see a page with a list of troop members. Enter the quantity for each one in packages.
- When all orders are entered, click Save at the bottom.
- Please note, if cookie share is purchased at a booth sale, and you'd like to count it as virtual cookie share, you can also enter it on the smart booth divider tool (see next page for instructions). This will automatically allocate the virtual cookie share without following the above steps.

ABC Instructions

Checking your Booth Schedule

- To see the booth sales your troop has scheduled, from your SmartCookies dashboard click Booth then My Reservations. This will list all booths for your entire season.
- If you've scheduled a booth with your PPC and don't see it on the list, please reach out to customercare@gssne.org about it.
- If you need to cancel a booth, click the little three dots on the right side of the row. Please note, if you can't see the dots, you'll have to scroll over. The scroll bar is at the bottom of the white box and is hidden until you put your cursor over it. A menu will pop out when you click the dots. Click Cancel Booth.



Booth Sale Distribution

- From your SmartCookies dashboard, click Booth then My Reservations.
- This page will list all booths scheduled for your troop. Find the one you're looking for and click the little three dots at the far right of the row. Please note, if you can't see the dots, you'll have to scroll over. The scroll bar is at the bottom of the white box and is hidden until you put your cursor over it. A menu will pop out when you click the dots. Click Smart Booth Divider from the options.
- In the boxes on the screen enter the package quantity sold for each variety. Click Save and Distribute.
- A list of Girl Scouts will pop up. Select everyone you'd like to get credit for this booth's sales and click Confirm.
- ABC will split each variety as evenly as possible among all Girl Scouts, however there will likely be some left over. For example, if you have 3 Girl Scouts selected and sold 10 boxes of Adventurefuls, it would give each Girl Scout 3 boxes and have 1 leftover. Those leftovers will be along the bottom in red. These extras need to be manually distributed to the Girl Scouts. Try to be as even as possible. Click Save when completed. These cookies will be automatically transferred to these Girl Scouts as booth cookies so they will impact reward counts but not finances.

ABC Instructions

Assigning Rewards

- When the season is over, one of the last things you'll do is assign rewards for each member of your troop. As you transfer cookies sold by each Girl Scout, ABC starts to build the reward order so it's all calculated for you, but there are still a couple of steps for you to complete. Please note - it's easiest to do this after all cookies have been transferred to the Girl Scouts in your troop. Run your Troop On Hand Inventory Report (filter for packages) to make sure you have no more cookies to distribute. If everything is listed as 0 packages, you're ready to start.
- Go to Digital Cookie and run the Rewards Selection Report for your troop. This will tell you which reward options were selected by the Girl Scouts in your troop.
- From your SmartCookies dashboard, click Rewards then Recognition Order.
- From the dropdown, select Main. When you select that, a list of the Girl Scouts in your troop will populate below.
- The first time you view this screen, all Girl Scouts will be listed as 'unread' and some might have a red triangle with an exclamation point inside next to it as well. These are the Girl Scouts who have choices to make for their rewards.
- Click the arrow next to that symbol for the first Girl Scout you'd like to edit. Each of the reward tiers they've reached will be listed on the next screen. You'll see that red triangle again next to any reward tier with an option or clothing size that needs to be picked.
- Click those arrows to expand the field and make any applicable choices.
    - If this is the first cookie sale for this particular Girl Scout, click the Extras tab at the top. You'll be able to select the 'My First Cookie Sale' patch there.
- Once you've completed this and no longer see any red triangles, you can click Save.
- Click the button on the top left that says Recognition Order. This will bring you back to your list of Girl Scouts. Make sure the one you worked on no longer has the triangle.
- Follow the previous three steps for every Girl Scout in your troop until you no longer see any triangles.
- Once you're done, click Manage Recognition Order at the bottom. This page will show the order you just did along with buttons to edit if needed.
-

Reward Opt-Out

- If your Cadette or older troop has decided to opt-out of rewards to earn additional proceeds, you must change your reward type in ABC.
- To make this change from your SmartCookies dashboard, click My Troop then Troop Information.
- In the drop downs listed Proceed Plan and Main Recognition Plan select Older Girl Opt Out Plan from the options. Click Update information at the bottom of the screen.

ABC Reports

Here you'll find a list of the most popular ABC reports and what they'll tell you! Reports are listed alphabetically.

- Girl Balance Summary: Once cookies have been transferred to a Girl Scout, this report will track their financial balance owed to the troop. The report will show the number of cookies they are credited with and all payments applied. If the Girl Scout made online sales paid by a credit card, these financial transactions carry over automatically.
- Girl Cookie Order Summary: Looking for a condensed list of all Girl Scouts in your troop and how many cookies they've sold? This report is what you're looking for.
- Pending Manual Cookie Share Report: This report will show you a total per Girl Scout of all cookie share orders that need to be allocated manually by a volunteer. If they're being allocated to virtual cookie share, it will also tell you how many still need to be logged.
- Recognition Order Summary By Girl: Once the rewards come in after the season closes, this report will show you who gets which rewards.
- Smart Booth Divider Sales Export: Use this report to see how many cookies you sold at each booth throughout the season. This is also a helpful tool to run archived versions of if you repeat booth locations from year to year. You can look at past years' information for ordering estimates.
- Transfer Order Summary: This report will show you every transfer made involving your troop. You can filter it by transfer type, so for example if you select the Troop to Girl filter, you will only see instances where cookies were transferred from the troop to the Girl Scouts. It does list by variety, but be sure you note which unit of measure you pick on the filters as well.
- Troop Balance Summary: This report is a thorough overview of your troop's entire cookie season. On this report you'll see your PGA, every transfer into and out of your troop, and every single financial transaction applied to your troop's balance including all credit card transactions for individual Girl Scout orders. The bottom of this report will also show what your balance due is. This is the total of what is still owed to council at any given point assuming all the transfers to your troop are completed. Please note, because EVERY transaction is listed, this report can become quite lengthy especially towards the end of the season.
- Troop Balance Summary Snapshot: This is a more condensed view of the previous report. It's all the same information except that the individual financial transactions are not listed, they're totaled instead.
- Troop On Hand Inventory: Much like the name implies, this report will show you your troop's current inventory based on all transfers that have been completed so far. It's good practice to run this report periodically and verify that it's accurate. If the numbers on the report don't match the physical count of cookies you have, that means something went wrong. The more often you check if for accuracy, the smaller the timeframe you'll have to check for a mistake will be.

girl scouts of southeastern new england

ABC BAKERS

Customer Service and Technical Support

GSSNE customer care: 401-331-4500 or customercare@gssne.org

ABC Smart Cookies tech support: 855-444-6682 (9 am to 12 am EST) or email ABCSmartCookieTechSupport@makerspride.com

Thank You Volunteers!!

